

County of Kings  
Human Services Agency's

***Community Partnerships Outreach Program  
(CPOP)***



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### **Mission Statement**

The *Community Partnerships Outreach Program (CPOP)*, as the community services component of the County's KingsWORKs Program, will provide individuals with basic skills needed to secure and maintain unsubsidized employment while generating a workforce designed to support or supplement manpower on community-based projects.

Every effort shall be made to coordinate individual employment goals with local community service needs. This will help to insure that participants are not placed only in "make-work" type activities, rather in valuable services that can not be accomplished by private non-profit and public agencies.

## **Introduction**

The *Community Partnerships Outreach Program (CPOP)* has been developed to comply with state requirements for a “community service” activity under the Welfare to Work portion of the CalWORKs program. The directive issued by the State of California proposes that this activity shall provide recipients of cash assistance with job skills that will enhance their employability while providing a benefit to the local community. CPOP meets those criteria by placing the participants into components that emphasize the value of employment “soft skills” and boost individual self-confidence. In addition, the community will receive the benefits of a readily available workforce to startup those back-burner projects left undone due to lack of manpower. In total, the community and its citizenry receive mutual benefits by: promoting community involvement; enhancing the employability of local citizens; developing awareness of community resources; establishing a manpower pool for public service projects; and encouraging personal pride through achievement.

Many agencies and local groups participated in the development of the CPOP program. These included: faith based organizations, County Administration, the Job Training Office, Kings Community Action Organization, the local rehabilitation service provider, city offices, water districts, and education and training providers. The Human Services Agency will provide the administration and ongoing management of CPOP operations.

## **Program Components**

Basically, the design of the program includes three interlaced components: a ***work-site*** (supervised by an outside entity); a ***crew-site*** (supervised by *CPOP* personnel); and ***job placement referrals***, within the ***duration of community services placements***. While in program components, intensive case management will ensure that participants ***supportive service*** needs are provided for and that they meet work participation requirements. It should be noted that all components should have an underlying goal of teaching job retention skills, as this is the most common reason for participant “un” or “under” employment. For this reason, a ***job retention workshop*** will be made available for all participants assigned to community services. If the participant is someone that has not met the 18/24-month time limits for assistance, but requires additional hours to meet their participation requirement, a job retention workshop will be made a part of their assigned activity. For those participants having met the 18/24-month time limits

for receipt of CalWORKs, the job retention workshop will be offered on a voluntary basis to assist the participant in their “soft skills”.

**Work sites** are unpaid employment positions that are monitored and supervised by an agency, organization, or entity outside of *CPOP* such as the local Salvation Army or county public works department. Generally speaking, participants report directly to these sites for daily work assignments. Some of the duties of the participant on a work site will include basic clerical tasks, janitorial services, parks and ground maintenance, light carpentry, and other basic duties complimenting the participant’s existing work aptitudes, previous work history and/or training. On a weekly basis, *CPOP* representatives visit the work sites and review the attendance and progress of these participants with the work site supervisor. The *CPOP* representative will meet regularly with the work site supervisory to insure attendance at the work site is maintained and any problems occurring in the participant’s work result in counseling for improved participation and conciliation and/or sanction under program requirements, if needed.

**Crew sites** are unpaid employment positions that are monitored and supervised directly by *CPOP* personnel. These positions will vary from day to day but will usually consist of assignments to work crews performing a variety of public service functions. These activities include office support tasks where group activities can be supervised by the crew site supervisor, parks or cemetery maintenance and waterway cleanup when these sites cannot be maintained by a community agency’s paid workforce, elder housing upkeep and maintenance, and other like duties. Individuals not selected for a “work site” will instead be required to report daily to the *CPOP* office where participants will be assigned to crew site positions based on their skills, aptitudes and previous experience. As these projects become available crew assignments will be made based upon abilities and crew rotation schedule. The rotation schedule shall be based on participant skills and the demands of the work site. Work sites could take an extended period to complete. When this occurs and/or it is unlikely that the participant could be retained at the site as a regular employee, the crew or its individual members may be rotated into other work sites. This will afford the participant additional work experience or training that will improve his/her chances of being hired while the previous site will provide valuable experience to the newer members of the work crew. If nonparticipation occurs, the crew site supervisor will communicate this information to the participant’s worker for conciliation and sanction, if needed.

Assignment to either a work site or crew site will be determined by the needs of the job site, the past work history or training of the participant. See below for the supportive services to be offered to participants in activities.

***Job Placement*** referrals will be made through close daily coordination with entities such as the Employment Development Department, Proteus Inc., JTO, and local employment agencies including JRU, Manpower, and ATS. The client will be provided with up-to-date employment opportunities in our countywide “workforce resource hotline.” Throughout the day, participants on site and in a voluntary job retention workshop will be referred to job openings as they occur through our computerized job match system (CalJOBS). Participants will be linked to jobs by contacts from employers and CalJOBS, based on past work history, training and community services activity experience.

***Job Retention Workshop*** will be available any time during a seven-hour period daily at a centralized location focusing upon material relevant to maintaining employment and advancement to positions of increased responsibility. Different material will be covered each day that will address issues most often associated with job termination or lack of advancement. Also, the workshop will include training in basic life skills, such as parenting, money management, and proper dress for the job and punctuality. As mentioned above, the workshop will be offered voluntarily for those participants that have met the time limits for CalWORKs. For those that have not met time limits but require additional hours of participation to meet their requirements, this component will be required to assist a participant in enhancing their employability and will link participants to jobs that may meet their work requirement.

***The duration of any community services placement*** will be temporary and transitional and is dependent on the individual work site’s needs and the self-sufficiency plan of the participant, within the constraints of the sixty-month CalWORKs time limits.

A full range of ***supportive services*** will be offered to WTW participants participating in any facet of the CPOP component. These services include childcare, transportation and ancillary services.

***Other activities*** that will promote participation in CPOP will be provided which include mental health and alcohol and other drug treatment and services for victims of domestic violence.

## **Targeted Population for Community Services**

Participants will be referred to community services (CPOP) if they have reached the 18/24-month time limits for CalWORKs and are not employed for sufficient hours in unsubsidized employment to meet their participation requirement. Also, those participants that have not yet met their time limits but are not achieving their participation hour's requirements of 32/35 hours may be placed in community services to meet the hours of participation. See attachment A for the referral to CPOP procedure.

## **Soft Skills Enhancement**

By assignment to work sites, crew sites, or voluntary job retention workshops, the participant learns the benefits of: punctuality, accountability, time management, initiative, problem solving, teamwork, appropriate dressing and grooming habits, recent work experience, life skills, and work ethics.

## **Participation Recording**

A current and up to date hourly record of participation will be generated, through client's hours/attendance report completed by the client and signed off by the client's supervisor, identifying all activities undertaken within a given week. This participation record will enable the client to take an active role in his or her program by indicating what activities, work projects, training times, or downtime occurred during the specific work period as verified by their supervisor. This form will provide the case manager with a definitive "attendance" record assuring minimum participation requirements are being met. Deficiencies from one weekly period within a month may be made-up during the subsequent periods in the same month.

## **State Requirements Regarding CalWORKs Recipients.**

Under State of California regulations, recipients of cash assistance must, unless otherwise exempted, participate in Welfare to Work activities for a minimum of 32 hours per week beginning July 1, 1999. For most persons who have received cash assistance under the CalWORKs program for 18/24 months, continued eligibility to services would require participating in a community service activity, participation in unsubsidized employment activity, or participation in a combination of the two activities for a minimum of 32/35 hours per week. The

*Community Partnerships Outreach Program* is designed to meet these requirements by providing activities that will allow the flexibility for assignment to community services and job instruction or training that is directly connected to their community service activity. Assignment to instructional or training activities will be individualized based upon the requirements of the community services placement and the individual's skills.

### **Displacement of Employees**

Placements in CPOP will not result in any job displacement per MPP Section 42-720.

### **Worker's Compensation and Liability Insurance Coverage**

The State of California will provide all *Community Partnerships* participants with Worker's Compensation insurance coverage as needed during their tenure in the program. Liability insurance will be provided to cover *Community Partnerships* participants through Kings County.

### **CPOP Program Costs.**

Effectively, the program costs should be viewed from two standpoints: initial outfitting and startup costs, and recurrent program maintenance costs. The first of these, initial outfitting and startup costs, has been projected to cover various projects which would require minimal operating equipment expenditures and necessary safety equipment. A base figure for these items has been approximated at \$10,000 which includes items required to perform community based tasks from renovation of low-cost housing to neighborhood beautification projects. This figure also includes items required to meet existing safety standards. As this is a base figure, it is calculated upon a participant workforce of approximately 100 persons. Increases in participant numbers and size of future projects will determine additional costs. The second phase of the program, the Department of Social Services fiscal directives, under time study processes shall track its recurrent maintenance costs. It is, however, reasonable to assume that the cost to run and maintain the program will be significantly offset by grant savings from the long-term employment of former participants and the improvements made to the community.

### **Vision Statement**



Upon the completion of Kings County's *Community Partnerships Outreach Program (CPOP)*, participants will be better prepared for competitive labor market demands through the development of employment "soft skills" and the enhancement or development of job skills that are marketable in the local economy. The community will receive the benefit of a much-needed resource in the form of readily available manpower, which could be applied towards projects that would otherwise be left undone.

This is the fundamental concept behind the *CPOP* program: *A collaborative effort between a community in need of a helping hand, and a workforce looking for a chance to return to independence!*

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**Program Certification:**

**The County's Board of Supervisors, County Administration and the Human Services Agency Management has reviewed this program and approved its plan for services.**

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**William H. Gundacker, Director**

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**Date**

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**John Semas, Senior Program Manager**

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**Date**

## **ATTACHMENT A: PROCEDURES**

### **TIME LIMITS AND REFERRAL TO COMMUNITY SERVICES PROCEDURES**

#### **POLICY**

All recipients of cash aid shall participate in the intensive employment services program, unless exempted. A recipient of cash aid assistance may be entitled to continue to receive cash assistance beyond the 24 months only if the following conditions are met:

1. The County Welfare Department (CWD) certifies there is no job currently available for the required number of hours. NOTE: “No job currently available” is defined as: The individual has taken and continues to take all steps necessary to apply for appropriate positions and has not refused an offer of employment without good cause.
2. The cash aid recipient works in unsubsidized employment and/or participates in community service activities for the required minimum number of hours.

In Kings County, due to extremely high unemployment rates, few long-term employment possibilities and a general review the County’s participant’s abilities to obtain and retain employment, all participants reaching their 18-month time limit shall be extended to 24 months. During the 6-month extension participants shall be entitled to participation in the full range of WTW activities afforded to all participants not having met time limit service limitations. This policy shall continue until such time that the employment possibilities for participants improves and the County makes the determination that the extension of the 18 month time limit is no longer required for these reasons. At that time, the time limits shall be extended on a case-by-case review process.

If an individual has received cash aid for a cumulative period of more than 18 or 24 months and returns to cash aid after a break in aid of at least one month, the Employment and Training Worker, with supervisory approval, shall determine whether to require the individual to participate in Welfare to Work activities or community service. This determination will be made on a case-by-case basis and will be based on the likelihood that

**participation in Welfare to Work activities will lead directly to self-sufficiency. It shall take into consideration local unemployment rates and economic conditions.**

- A. A month of receipt of cash aid shall not count toward the 18 or 24-month time limit period when it is a month in which the individual is:**
- 1. Not required to participate in the Welfare to Work Program because of exemption, or**
  - 2. Required to participate in, participating in or exempt from the CalLearn Program in accordance with 42-710.62 and 42-712.11, or**
  - 3. Sanctioned and removed from the assistance unit, or**
  - 4. Participating in an approved SIP and participation is interrupted due to good cause, or**
  - 5. Participants who are employed in unsubsidized employment with sufficient hours to meet the minimum hours of participation required under 42-711.4, if they have not signed their WTW plan.**
  - 6. If a person is a victim of domestic violence and the County determines that participation in Welfare To Work activity should be waived (per section 42-710.65).**

## PROCEDURE - CASH AID EXTENSION BEYOND 18/24 MONTHS

### A. Welfare to Work Clerk

1. Receives Time Limit Tracking forms from Eligibility
2. Date Stamps forms upon receipt
3. Determines case-carrying ETW and notes on tracking form.
4. Enters information into database and routes to ETW within one working day of receipt.
5. Controls receipt and return of all tracking forms to ensure timely return of instructions to Eligibility.

### B. Employment Training Worker

1. Mails community service information form, "What is CPOP?" (90-9324), the month prior to the month of cash aid discontinuance for participants that are reaching the 18/24-month time limitation of aid.
  - a. The notice shall be mailed not more than 60, but not less than 30 calendar days prior to the beginning of the month in which the time limit expires.
2. Schedules an appointment for the participant to complete the Welfare to Work Plan Amendment and sign a contract for community service.
  - a. A refusal by the client to participate in CPOP will result in the initiation of the WTW sanction process.
3. Documents the case record and completes the Time Limit Tracking form.
  - a. Routes the form through the unit supervisor to the Welfare To Work Office Assistant, who will control receipt of the forms and route to the Eligibility Program Clerk no later than the 1<sup>st</sup> day of the month in which the time limit is scheduled to expire.

## WTW DIVISION HANDBOOK

### PROGRAM SECTION

NEW 3/00

H/GAIN/PROCEDURES/EXTEND99/bw

## **WHAT IS CPOP?**

**Under State Law, recipients of cash assistance must, unless otherwise exempted, be employed in an unsubsidized job or participate in a community service activity once they have received cash aid for 24 months (as a recipient) or 18 months (as an applicant.) In Kings County, the community service program is called the Community Partnerships Outreach Program (CPOP).**

## **WHAT DOES IT HAVE TO DO WITH YOU?**

**When you are getting close to the end of your 24-month time limit, you will be offered the opportunity to continue to receive cash aid. If you are not working in unsubsidized employment for at least 32 to 35 hours per week, you must participate in CPOP in order to continue to receive cash assistance.**

## **WHAT WILL YOU BE DOING IN THIS PROGRAM?**

**You will report to the CPOP Workshop every morning at 8:00 a.m., Monday through Friday. You will receive up-to-date employment opportunities through the Workforce Resource Hotline, and daily assistance with your job search. You may be assigned to work crews performing a variety of public service functions. These assignments will be designed to provide you with job skills that will enhance your employability. You may also take part in Job Retention Workshops that will teach you ways to be successful in a job and give you tools to assist you and your family in becoming self-sufficient.**

## **WHAT HAPPENS IF YOU CHOOSE NOT TO PARTICIPATE?**

**Cash assistance will be discontinued for any aided adult who is required to participate and chooses not to participate in the CPOP Program. The needs of those persons will be subtracted from the cash assistance grant. Your food stamp benefits will decrease. In addition, the cash grant will be paid to the Kings County Public Guardian, who will make the payments for your rent, utilities and other living expenses.**

## ATTACHMENT B – BASIC PROGRAM FLOW

